

## Fair Usage Policy (FUP) for Comtec Net Services

### 1. Introduction

This Fair Usage Policy (FUP) outlines the terms and limitations regarding the use of services provided by Comtec Net SRL. The purpose of this FUP is to ensure fair distribution of system resources such as message storage, bandwidth, CPU usage, and data transfer, so that all users can benefit from optimal performance and security.

By using our services, you agree to comply with this FUP, as well as with the [Terms and Conditions of Use / Service Agreement].

### 2. Message Storage Policy

Messages transmitted via AS2 (Applicability Statement 2), Tecnet Connector, and SFTP (Secure File Transfer Protocol) ports are retained for a maximum of five (5) calendar days.

- **Message retention:** Messages can be retrieved during this period. After 5 days, they are automatically deleted without prior notice.
- **User responsibility:** Users are responsible for saving or downloading important messages within the storage period. We recommend setting up automated backup processes.
- **Resend requests:** Requests to resend messages deleted after the storage period may incur additional fees depending on the complexity of recovery.

### 3. Data Transmission Protocols

- **AS2:** All messages transmitted via AS2 are encrypted and digitally signed to ensure data security and integrity.
- **SFTP:** Data transferred via SFTP is encrypted to maintain confidentiality.
- **Tecnet Connector:** Transmissions via Tecnet Connector follow secure protocols and practices to protect data.

### 4. Data and Bandwidth Usage Policy

To ensure fair use and maintain service quality for all users:

- **Exceeding bandwidth:** If excessive data usage disrupts services for other users, we may limit bandwidth or impose additional fees.

### 5. CPU and System Resources Usage

Our services operate on shared infrastructure, and we constantly monitor resource consumption to ensure fair distribution:

- **CPU limits:** Users are allocated a fair share of CPU resources. Excessive usage may result in a request to reduce consumption or incur additional fees.
- **Resource abuse:** Prolonged and excessive consumption of resources (CPU, memory, etc.) that impacts other users may lead to service restrictions or suspension.

## 6. Connection Limits

To maintain system stability and prevent abusive behavior:

- **IP connection limit:** A single IP is limited to a maximum of 20 connections every 2 seconds. Exceeding this threshold may result in temporary blockage or connection restriction to protect service availability.
- **Enforcement:** Repeated violations may result in the permanent suspension of the offending IP address.

## 7. Firewall Rules and IP Blocking

To protect the security of our platforms, we apply strict firewall rules and use public blocklists:

- **Blocklists:** We use public lists such as Spamhaus.org, IPlists.firehol.org, DShield.org to block IP addresses associated with spam, malware, or cyber-attacks.
- **IP blocking:** IP addresses included in these lists are automatically blocked from accessing our services.
- **False positives:** If you believe your IP address has been mistakenly blocked, please contact our Helpdesk at [helpdesk@tecnnet.ro](mailto:helpdesk@tecnnet.ro). Upon review and verification, the block may be lifted.
- **Dynamic updates:** Firewall rules and blocklists are updated regularly to address emerging threats.

## 8. Unacceptable Use

The following activities are prohibited to ensure fair and secure use of our services:

1. **Excessive resource consumption:** Using more bandwidth, CPU, or storage than allocated, which affects other users.
2. **Illegal or malicious activities:** Using our services for unauthorized or illegal activities, such as unauthorized data transfers or cybercrime.
3. **IP manipulation or spoofing:** Attempts to bypass firewall rules by IP spoofing or other fraudulent tactics will result in immediate suspension.

## 9. Monitoring and Enforcement

We actively monitor the use of our services to ensure compliance with this FUP. In the event of a violation, the following actions may be taken:

1. **Notification:** You will be notified if your usage exceeds acceptable limits.

2. **Service adjustment:** Persistent issues may lead to bandwidth restriction, suspension, or termination of services.
3. **Additional fees:** Users who exceed fair usage limits (e.g., bandwidth, CPU) may incur additional fees.
4. **Service termination:** If our automated protection systems detect a potential threat, access to services may be suspended immediately.

## **10. Policy Changes**

We reserve the right to modify this FUP at any time to reflect changes in service capacity, technology, or security standards. Significant updates will be communicated to users, and continued use of our services implies acceptance of the updated policy.

## **11. Contact Information**

For questions or requests (including IP unblock requests), please contact us at [helpdesk@tecnet.ro](mailto:helpdesk@tecnet.ro).

We welcome your suggestions and feedback to continuously improve our services.